



Kalamazoo County State Bank is pleased to provide an updated Digital Banking Bill Pay platform that is a fully responsive, mobile-first solution that provides a simple, intuitive, and engaging Bill Pay experience on all devices while supporting seamless integration with both online and mobile banking applications.

On October 15, we will update our Digital Banking Bill Pay platform to enable you to accomplish payment-related tasks more efficiently and easily by:

- Delivering a consistent user experience across online and mobile banking channels.
- Integrating relevant information and advice into task flows, actively guiding you.
- Presenting bills based on your payment activity – making it easier to access active, recently paid billers – and highlighting unpaid bills and reminders.
- Helping you find existing billers quickly through a search feature with prompts to add a new biller when a search does not return a result.
- Allowing you to make multiple payments at once on larger screens/devices.
- Highlighting eBill and Autopay at appropriate points in different task flows to encourage engagement.
- Including all the information and actions available for a biller on one screen (Biller details), which you can access by selecting the desired biller throughout the application.
- Allowing you to toggle between our current Bill Pay platform and the updated Bill Pay platform for 30 days if you utilize a desktop device to become familiar with the new Bill Pay platform.

The updated Digital Banking Bill Pay platform is designed to be seamless and straightforward so you can continue to manage Bill Pay and perform payment-related tasks as you always have. Key highlights of the update include:

- Welcome screens displayed for both new and existing users, providing you with helpful information or to help you get started.
- All of your billers (if you are an existing Bill Pay user today), as well as the payment history associated with those billers, will remain available on the updated platform.
- Payments that are currently being processed or are scheduled for future payment will remain unchanged.
- Autopay settings for eBills and recurring payments will remain in place.
- You will find eBills and reminders in the Unpaid Bills section. Other billers will be arranged by your activity in the My Billers section.
- You will have continued access to, and will be able to organize in groups, any billers already in Bill Pay.
- “View and Manage Profile” and “View and Manage Accounts” options will not be available on the updated Bill Pay platform.

Please feel free to ask one of our representatives questions you may have about these changes to your Digital Banking Bill Pay. They are ready to help you navigate the update.

Call us at (269) 679-5291 and we will be happy to assist you. We are available from 8 am to 4 pm, Eastern time, Monday – Friday.

Kalamazoo County State Bank works hard to ensure we have the best products and services for our customers. We appreciate you choosing us for all your banking needs.